



CHENNAIS AMIRTA
INTERNATIONAL INSTITUTE OF HOTEL MANAGEMENT

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INSTITUTE OF HOTEL MANAGEMENT
CHENNAI**



**PROFESSIONAL DIPLOMA IN HOTEL MANAGEMENT
AND CATERING SCIENCE – 3 YEARS**

SYLLABUS

PROFESSIONAL DIPLOMA IN HOTEL MANAGEMENT AND CATERING SCIENCE – 3 YEARS

Sub Code	Name of the Subject	Credits	hours	Int., Max	Ext.	Total
					Ma x	
PDFP 101	FOOD PRODUCTION	3	2	25	75	100
PDFBS 102	FOOD AND BEVERAGE SERVICE	3	2	25	75	100
PDAO 103	ACCOMMODATION OPERATION	3	2	25	75	100
PDFOM 104	FRONT OFFICE MANAGEMENT	3	2	25	75	100
PDCE 105	COMMUNICATIVE ENGLISH	2	2	***	50	50
PDNFS 106	NUTRITION AND FOOD SCIENCE	2	2	***	50	50
PDHEM 107	HOTEL ENGINEERING AND MAINTENANCE	2	2	***	50	50
PDFP 11P	FOOD PRODUCTION - PRACTICAL	4	4	***	100	100
PDFBS 12P	FOOD AND BEVERAGE SERVICE - PRACTICAL	4	3	***	100	100
PDACO 13P	ACCOMMODATION OPERATION - PRACTICAL	4	2	***	100	100
PDFO 14P	FRONT OFFICE MANAGEMENT - PRACTICAL	4	2	***	100	100

1st SEMESTER

FOOD PRODUCTION **(PDFP 101)**

UNIT-I - INTRODUCTION TO PROFESSIONAL KITCHEN

- Introduction to Basic Culinary Arts
- Personal Hygiene and Grooming
- Attitude and behavior in the Kitchen
- Layout of kitchen department
- Equipment and Fuels used in the Kitchen
- Hierarchy of Kitchen Department
- Duties and Responsibilities of an Executive Chef
- Co-ordination with other Departments

UNIT-II - AIMS AND OBJECTIVES OF COOKING

- Advantages of cooking
- Food commodities and Ingredients
- Characteristics of raw materials
 - Provisions
 - Vegetables and Fruits
 - Seafood, Poultry & Red Meat
 - Egg – Structure, Selection, Uses
- Methods of Cooking

UNIT-III - HYGIENE AND SANITATION

- HACCP – Definition
- Contamination of Food
- Critical control points (CCP's) and Critical limits (CL's)
- Chopping boards – Color coding

UNIT-IV - BASIC FOOD PRODUCTION OPERATIONS

- Cuts of Vegetables, Fish, Chicken, Beef
- Stocks
- Roux
- Sauces

UNIT-V - INTRODUCTION TO INDIAN COOKING

- Ingredients – Staple food, Lentils, Spices
- Food preparation in Indian kitchens
- Accompaniments

FOOD AND BEVERAGE SERVICE **(PDFBS 102)**

UNIT-I - INTRODUCTION TO FOOD & BEVERAGE SERVICE DEPARTMENT

- History of Hotel Industry
- Sectors of the Food Service Industry
- Personal Grooming
- Attributes of Food & Beverage Service Personnel
- Hierarchy of Food & Beverage Service Department

UNIT-II - FOOD & BEVERAGE SERVICE EQUIPMENT'S

- Cutlery
- Crockery
- Glassware
- Other Equipment's

UNIT-III - INTRODUCTION TO FOOD & BEVERAGE SERVICE OUTLETS

- Restaurants
- Bar / Pub
- Room service
- Coffee shop
- Banquets
- Quick Service Restaurants

UNIT-IV - CO-ORDINATION WITH OTHER DEPARTMENTS

- Front Office
- Housekeeping
- Food Production
- Other departments
- Ancillary departments

UNIT-V - TYPES OF SERVICE

- Golden rules of Service
- Types of Service

ACCOMMODATION OPERATION **(PDAO 103)**

UNIT-I - THE HOUSEKEEPING DEPARTMENT

- Introduction
- Importance of Housekeeping
- Responsibilities of Housekeeping Department
- Organizational Structure
- Housekeeping personnel
- Personal attributes of Housekeeping Staff
- Lay out of the Department
- Co-ordination with other Departments

UNIT-II - CLEANING EQUIPMENTS AND AGENTS

- Cleaning Equipment.
- Selection of Cleaning Equipment
- Storage and distribution of Cleaning Equipment
- Issuing of Cleaning Equipment's
- Cleaning Agents
- Selection of Cleaning Agents
- Storage of Cleaning Agents

UNIT-III - HOTEL GUEST ROOMS

- Types of Guest Rooms
- Guest Room Status
- Guest Floor Rules
- Cleaning Guest Room
- Guest Supplies
- Cleaning Public areas

UNIT-IV - LINEN

- Introduction
- Types of linen
- Lay out of linen and Uniform room
- Planning the linen and Uniform room
- Storage of Linen
- Linen Exchange
- Par Stock
- Linen Control

UNIT-V - LAUNDRY

- Types of Laundry
- Laundry Equipment
- Laundry Process

- Stain Removal
- Dry-Cleaning
- Handling Guest Laundry

FRONT OFFICE MANAGEMENT **(PDFOM 104)**

UNIT-I - INTRODUCTION TO THE HOSPITALITY INDUSTRY

- Introduction to Hospitality Industry
- Major departments of a Hotel
- Introduction to Front office Department
- Chain of hotels (Indian / International)
- Layout of Front office
- Uniformed Staff

UNIT-II - TOURISM INDUSTRY

- Introduction to Tourism Industry
- Components of Tourism
- Types of Tourism
- Benefits of Tourism
- Famous Travel Agents in India & Tourist Places in India

UNIT-III - CLASSIFICATION OF HOTELS

- Classification on the Basis of Size
- Classification on the Basis of Location
- Classification on the Basis of Duration of Guest Stay
- Classification on the Basis of Level of Services
- Classification on the Basis of Ownership
- Classification on the Basis on Facilities provided

UNIT-IV - HOTEL ORGANIZATION

- Organization Charts
- Qualities of Front Office Personnel
- Duties and Responsibilities of Front Office Personnel
- Various Equipments in Front Office

UNIT-V - FUNCTIONAL AREAS

- Bell desk
- Concierge
- Business centre
- Travel desk
- Reservation & Telephone

COMMUNICATIVE ENGLISH **(PDCE 105)**

UNIT-I - BUSINESS COMMUNICATION

- Introduction to Communication
- Basics of Telephone Communication
- Barriers to Communication

UNIT-II - GRAMMAR

- Tenses
- Parts of speech
- Sentence-kinds-Structure-Corrections

UNIT-III - CARREER SKILLS

- Letters- Formal and Informal
- Applying for job
- Resume and effective profiling
- Cover Letters

UNIT-IV - CONVERSATIONAL SKILLS

- Conversation in Different Situations
- Usage of Hotel Vocabulary
- Idioms and Phrases
- One word Substitution

UNIT-V - PRESENTATION SKILLS

- Public Speaking
- Interviews
- PPT Presentation
- Group Discussion

NUTRITION AND FOOD SCIENCE **(PDF 106)**

UNIT-I - FOOD MICROBIOLOGY

- Micro Organisms
- Classification
- Role of Microbes in Food Preparation
- Beneficial and Harmful Effects
- Food Poisoning and Food Borne Diseases
- Types, Causes, Symptoms and Prevention

UNIT-II - FOOD STANDARDS REGULATIONS AND QUALITY MANAGEMENT

- Food Adulteration
- Food Standards
- Food Preservation
- Quality Control
- Food Safety Management
- Hazard Analysis and Critical Control Point

UNIT-III - COLLOIDAL SYSTEMS IN FOOD

- Colloids - Introduction
- Types of Colloidal systems in Food
- Emulsions – Theory of Emulsification
- Some Common Food Emulsion
- Menu Plan
- Balanced Diet

UNIT-IV - NUTRITION

- Define nutrition & nutrients Classification and functions of Macro nutrients
- Classification and functions of Micronutrients.
 - (a.) Vitamins.
 - (b.) Minerals - Sources - Deficiency diseases – Requirements

UNIT-V - ENERGY

- Energy and Calories
- BMR Factors
- Effects of Energy Imbalance
- Water and Electrolyte Balance
- Importance of Water, dehydration and Oral rehydration
- Digestion and Absorption of Foods

HOTEL ENGINEERING AND MAINTENANCE

(PDHEM 107)

UNIT-I - INTRODUCTION ABOUT MAINTENANCE

- Introduction
- Role and Importance of Maintenance Department
- Types of Maintenance
- Organization Chart of Maintenance Department

UNIT-II - ELECTRICITY

- Introduction
- Sources of Electricity
- Circuits & Its types
- Conductors
- Insulators
- Fuses & Its Types
- DB (Distribution Board)
- UPS (Uninterrupted Power Supply)
- Lightings & Its types
- Features of incandescent Lamp & Electrical Discharge Lamp

UNIT-III - WATER

- Introduction
- Hardness of Water & Its types
- Disadvantages of Hard water
- Water distribution System
- Flushing System & Its types
- Water Taps & Its types

UNIT-IV - FIRE

- Introduction
- Classes of Fire, Fire Alarm & Its types
- Causes of Fire
- Fire detecting System

UNIT-V - FUEL

- Introduction
- Types of Fuels

**PROFESSIONAL DIPLOMA IN HOTEL MANAGEMENT
AND CATERING SCIENCE – 3 YEARS**

2nd -SEMESTER

Sub Code	Name of the Subject	Credits	hours	Int.,Max	Ext.	Total
					Max	
PDFP 201	FOOD PRODUCTION - II	3	2	25	75	100
PDFBS 202	FOOD AND BEVERAGE SERVICE - II	3	2	25	75	100
PDACO 203	ACCOMMODATION OPERATION - II	3	2	25	75	100
PDFOM 204	FRONT OFFICE MANAGEMENT - II	3	2	25	75	100
PDTAT 205	TRAVEL AND TOURISM	2	2	***	50	50
PDCE 205	COMMUNICATIVE ENGLISH - II	2	2	***	50	50
PDPOM 206	PRINCIPLES OF MANAGEMENT	2	2	***	50	50
PDFP 15P	FOOD PRODUCTION - II PRACTICAL	4	4	***	100	100
PDFBS 16P	FOOD AND BEVERAGE SERVICE - II PRACTICAL	4	3	***	100	100
PDACO 17P	ACCOMMODATION OPERATION - II PRACTICAL	4	2	***	100	100
PDFO 18P	FRONT OFFICE MANAGEMENT - II PRACTICAL	4	2	***	100	100

FOOD PRODUCTION **(PDFP 201)**

UNIT-I - FUELS AND HEAT

- Introduction about fuels
- Types of fuels
- Transfer of heat
- Conduction/Convection/Radiation

UNIT-II - VOLUME FEEDING AND TYPES OF CATERING

- Introduction to quantity food production
- Types of catering
- Utilization of leftovers- (rechauffe cooking)
- Basic principles of menu planning
- Menu planning for various volume feeding outlets

UNIT-III - INDIAN REGIONAL CUISINE

- Culture and Heritage
- Basic Indian Gravies
- Indian Spices and Masalas

UNIT-IV - REGIONS OF INDIA

- North India
- Eastern India
- Western India
- South India

UNIT-V - BAKERY & CONFECTIONARY

- Raw material used in Bakery and Their role
- Bread Making
- Pastry and its types

FOOD AND BEVERAGE SERVICE **(PDFBS 202)**

UNIT-I - MENU

- Origin of menu
- Types of menu
- French classical menu
- Factors to be considered while planning menu

UNIT-II - CLASSIFICATION OF NON-ALCOHOLIC BEVERAGES

- Types of water
- Types of tea
- Types of coffee
- Juices, squash, cordial, milkshakes and smoothie

UNIT-III - MEAL & TYPES

- Types of breakfast
- Types of meals and its timings

UNIT-IV - ROOM SERVICE/IN-ROOM DINING

- Introduction to In-room dining
- Order Taking Procedures
- Advantages of room service
- Mini bar and its procedure
- Handling complaints in room service

UNIT-V - BANQUETS

- Types of Banquet Functions
- Different types of banquets seating
- Role of function prospectus
- Sample banquet menu
- Types of buffet
- Equipments used in banquets
- Banquet reservation procedure

ACCOMMODATION OPERATION
(PDACO 203)

UNIT-I - HOUSEKEEPING CONTROL DESK

- Control desk introduction
- Records, Forms & format
- Telephone handling procedure
- Types of Key and key handling procedure
- Lost and found types and procedures.

UNIT-II - FLOWER ARRANGEMENT

- Flower arrangement in hotels
- Rules for Flower arrangement
- Equipment for flower arrangement
- Designing flower arrangement and its location
- Common flowers and foliage
- Horticulture (types of garden, Bonsai)

UNIT-III - PEST CONTROL AND WASTE DISPOSAL

- Pest control
- Common pest names and their control
- Integrated pest management
- Waste disposal
- Contract service in housekeeping
- Advantages and disadvantages of contract service

UNIT-IV - INTERIOR DECORATION

- Colour
- Lighting
- Floor coverings and finishes types, cleaning of floor covering
- Wall covering
- Windows and window treatments

UNIT - V - SAFETY AND SECURITY

- Fire and fire fighting
- First aid
- Dealing with emergencies
- Guest and Employee theft
- Sickness and Death

FRONT OFFICE MANAGEMENT

(PDFOM 204)

UNIT-I - IMPORTANCE OF FRONT OFFICE

- Important of front office
- Importance of communication in front office
- Inter departmental coordination
- Telephone etiquettes
- Golden rules of telephone handling

UNIT-II - SALESMANSHIP

- Salesmanship
- Qualities of a salesman
- Room selling techniques
- Coordination of front office with sales and marketing department

UNIT-III - RESERVATION

- Reservation
- Importance of reservation
- Modes of reservation
- Source of reservation
- Cancellations, amendments and overbooking

UNIT-IV - GUEST ACCOUNTS

- Guest accounting
- Guest accounts
- Modes of guest bill settlement
- Handling cash and foreign currencies

UNIT-V - NIGHT AUDIT

- Night auditing
- Functions of night auditing
- Night auditing process
- Night auditing report

TRAVEL & TOURISM
(PDTAT 205)

UNIT-I - INTRODUCTION TO TOURISM

- Definitions of Tourism Terms- History of Tourism-Grand Tours
- Important Tourist Destinations around the Globe
- UNESCO Certified Heritage Sites in India
- International Tourism Organizations

UNIT-II - SEASONS AND DESTINATIONS

- Climate – Seasons
- Tourist Attractions
- Festivals and Fairs.

UNIT-III - TOURISM MARKETING

- Definition of Marketing and Tourism Marketing
- Introduction-Marketing Mix
- AIDA Model Advertising
- Geographic Segmentation in the Consumer Market.

UNIT-IV - TOURISM PRODUCTS

- Classification of Tourism Product
- Characteristics of Tourism Product
- Components of Tourist Product- 6A's
- Types of Tourism Product
- Man made resources: Museums-Zoological Parks, Pilgrimage.

UNIT-V - TOURISM POLICY AND PLANNING

- Definition of Tourism Policy and Planning
- Objectives of Tourism Policy
- National tourism policy of India
- Tourism Planning Commission
- Tourism Planning-Levels of Tourism Planning
- Passport/Visa- Types-Procedures-Immigration

COMMUNICATIVE ENGLISH-II
(PDCE 205)

UNIT-I

- Introduction to hospitality industry
- Importance of effective communication in hospitality industry
- How to communicate in hospitality industry
- Important tips on flawless communication

UNIT- II

- Communication to handle situations
- Communication strategy
- Permission based communication

UNIT- III

- Types of communication
- Listening skills
- Hospitality industry based communication
- Hospitality expressions

UNIT-IV

- Email writing
- Letter writing
- Making oral reports

UNIT-V

- Documentation and its importance
- Handling criticism
- Team communication
- Interview based communication
- Vocabulary

PRINCIPLES OF MANAGEMENT

(PDPOM 206)

UNIT-I

- Introduction to Management
- Functions of Management
- Importance of Management Study
- Nature of Management Functions

UNIT-II

- Meaning of Organisation
- Need for Organisation
- Definition of Management Basis Concepts
- Levels of Management
- Roles of Managers
- Managerial Skills

UNIT-III

- Management & Administration
- Importance of Management
- Limitation of Management

UNIT-IV

- Management Function
- Authority & Responsibility
- Motivation, Need for Motivation, Kinds of Motivation and Theories of Motivation

UNIT-V

- Planning - Meaning, Nature of Planning, Process, Types and Importance
- Concept of Organizing - Process of Organizing - Advantages of Organizing
- Directing - Role of Direction - Supervision
- Communication
- Leadership
- Controlling, Definition Control Process